Supporting the Family

Break-Out Session Deliverables

Break-Out Session Questions (1 of 5)

(1)What can be done to further assist the Soldier/Family Member?

- Search engine available called “Ask Carson”
- Computer kiosk in key locations to access the search engine
- One generic email for responding to questions

Break-Out Session Questions (2 of 5)

(2) Is the Family Member cared for during their tour at Fort Carson?

- Yes: cared for as long as they know where to access the care
- No: Many families do not participate in FRGs, Orientations, etc..

Break-Out Session Questions (3 of 5)

(3) Where are areas we can improve on for the Family Member?

- Revitalize the sponsorship program

Break-Out Session Questions (4 of 5)

(4) What extra or excluded steps are not covered that must be ad

- Flow Diagram was too busy already

Break-Out Session Questions (5 of 5)

(5) Are all the flow diagram steps actually happening?

- No: it assumes the family member accompanies the Soldier, which is always the case
- Family members do not always have the information packets
- Soldier is not the “gatekeeper” of all the information
- Many family members do not participate in FRGs
- Benefits brief does not always reach family member – primarily the individual who enrolls family member receives it

Final Break-Out Session Brief

TRICARE